

Consumer Advisory Group

November Meeting

November 18, 2013



Agenda

Project Update

Review and reactions to Consumer Engagement Content

Next Steps

Discussion about in-person vs. phone attendance

Advisory Group Schedule

Date	Physical Location	Dial In
22-Jan-14 10:00-11:30	In Person - MMS Middlesex Central Conference Room	Phone line open but in person attendance encouraged
26-Feb-14 10:00-11:30	Phone only	(866) 951-1151 x. 8234356

Phase 1 – Transaction and deployment update

October Activity

Moved to Production

(Actively Exchanging Patient Data)

Went Live

(Connected, but not exchanging patient data)

	<ol style="list-style-type: none">1. Harvard Pilgrim Health Care2. Pinnacle Health Care
--	--

Overall Hlway Connections



Total Orgs in Production = 34

Total Orgs Live = ~~11~~ 13

Total Orgs on the Hlway = ~~45~~ 47

Phase 1 – Transaction and deployment update cont.

New Participation Agreements executed in October (All Channels)

1. Pioneer Valley Pediatrics
2. Emerson Hospital
3. Cape Cod Pediatrics
4. Holistic Family Medicine
5. North East Behavioral
6. Hallmark Health
7. Mouth Auburn
8. Hamden County

Phase 1 – Transaction and deployment update cont.

- Transactions exchanged for October – 124,267
- Cumulative transactions to date – 1,635,448
- Some slowness in pipeline movement toward connection
 - Delays in vendor readiness to connect customers
 - Several waiting for EOHHS HISP solution for customers
 - Increased demand experienced by Operations working with organizations for MU2 public health readiness
- Expect that the pipeline movement will increase toward year end with full steam in 1st Quarter 2014

Phase 2 overall timeline

Activity	Target date
CMS approval of Phase 2 IAPD	Completed
Phase 2 contract (or change order) executed	Completed
Go-live - Public Health - Immunization Registry Node	Completed
Go-live - Public Health - Reportable Lab Results (ELR) Node	Completed
Testing - Public Health - Syndromic Surveillance Node	Completed
Testing - EOHHS – Children’s Behavioral Health (CBHI) Node	Completed
Phase 2 Requirements Gathering & Validation	Completed
Phase 2 Design Approach Decision	Completed
Testing – Opioid Treatment Program (OTP) Node	Completed
Go-live – Cancer Registry Node	Dec 2013
Go-live – Lead Poisoning Prevention Program Node	March 2014
Phase 2, Release 1 (eMPI, RLS, Consent, Clinical Portal, Patient Portal) Demonstration Event	Dec 2013 – Jan 2014
Go-Live – Phase 2, Release 1	Q1 2014
Go-Live – Phase 2, Release 2 (Feature extensions and technical updates)	Apr 2014

Agenda

Project Update

Review and reactions to Consumer Engagement Content

Next Steps

Review and reactions to Consumer Engagement Content

Please see content document from EOHHS for review and reactions (Slides 10 & 11)

Agenda

Project Update

Review and reactions to Consumer Engagement Content

Next Steps

Appendix: Consumer Engagement Content

The Mass Hiway

The Mass Hiway is a secure computer network that allows your healthcare providers to safely and quickly send your medical information to where it is most needed. The Mass Hiway is not a database of your medical records, it's a better way than fax or US mail for your healthcare providers to send information.

Benefits For You

You receive better, safer, more hassle free care when your healthcare providers have easy access to the correct, up to date information. Here are some examples of how The Mass Hiway can work for you:

- If you leave the hospital, a copy of the hospital discharge summary can be sent (*instantly*) to your primary care doctor using The Mass Hiway. This way when you see your primary care doctor for a follow up, important information like the reason you were in the hospital, medications prescribed, test results, and your treatment plan can be readily available to you and your doctor.
- If you are referred to a specialist, your primary care doctor can (*instantly*) send a summary of your medical information before you go so the specialist can make the best decisions about your care when you arrive.
- If you get tests done, results can (*instantly*) be sent to providers on your healthcare team so you can avoid having the same tests done, which can delay an important diagnosis and help you reduce your spending by not having to pay more co-pays for more tests.
- If you have an allergy, or a bad reaction to a medication, that information can be sent to other providers on your healthcare team so it can be avoided in the future.
- If you have an emergency, the emergency department physician can immediately request and receive important information, such as medication lists, current diagnosis, or allergies, so they can make quick decisions that will keep you safe.
- Your doctors will need to rely on you less to make sure they have recent test results or summaries from visits with other doctors. And your information will arrive instantly, not days later.

Consumer Engagement Content Cont.

Giving Your Consent

You decide whether or not to allow your information to be sent using The Mass Hlway. You can change your mind and change your consent at any time.

Privacy and Security

Health information is private and should be protected. That's why there are many state and federal laws for healthcare organizations about who can look at and receive your information. All of the organizations that use The Mass Hlway follow all of these laws. Also, The Mass Hlway has technical safeguards, not true of fax or mail, to protect your information, such as:

- Data encryption, meaning your health information can be read or understood only by an authorized, trusted user that can unlock it, like your doctor or nurse. Faxes can sometimes sit on machines overnight and it's hard to control who picks them up.
- Access requires a valid ID and strong password.
- Audit logs record (*who*) has made requests to receive your information. (*Your doctor can review these with you.*) Faxes only keep a short history and can't tell you who might have received them and aren't traceable.

What You Should Know

By law your healthcare organizations can send health information to serve you better and improve quality. The Mass Hlway offers you a faster, more secure way than fax or mail. The Mass Hlway is a secure network- like an electronic post office, it is not a database. That means it does not store your medical records, it's a secure, electronic way for your healthcare providers to send health information. Your medical records will be stored by your doctors the same way they are now.

Let your doctor know you're ready to use The Mass Hlway to improve the safety and quality of your healthcare today!

Next steps

Next steps

- Reactions to be taken into account by phase 2 design team
- Meeting notes synthesized and provided back to Advisory Group for final comments
- Presentation materials and notes to be posted to EOHHS website
- Next Advisory Group Meeting – January 22, 2013
 - Phone only (866) 951-1151 x. 8234356
- HIT Council – scheduled for December 9, 3:30-5:00 One Ashburton Place, 21st Floor

HIT Council meeting schedule, presentations, and minutes may be found at <http://www.mass.gov/eohhs/gov/commissions-and-initiatives/masshiway/hit-council-meetings.html>